

METHOD AND SYSTEM FOR CUSTOMER SUPPORT

CROSS-REFERENCE TO RELATED APPLICATION

This application claims the benefit of U.S. Provisional Patent Application No. 60/174,071 filed December 30, 1999; this provisional application is incorporated
5 herein by reference in its entirety.

TECHNICAL FIELD

This invention relates to methods and systems for offering customer support, and more particularly, in selected embodiments, to methods and systems for offering web site customer support on behalf of others.

10 BACKGROUND OF THE INVENTION

Product support for software and other products and services traditionally includes telephone support in which customers can call a telephone support line, describe a problem, and attempt to get assistance. Product vendors often contract with service firms to offer such telephone support for their products. Such telephone support service is often
15 unsatisfactory in that customers experience delays in getting access to customer support personnel and may have difficulty in accurately describing the nature of the problem they are experiencing. Offering telephone support is also relatively expensive for the product vendor.

Product vendors also offer support through help materials and other user
20 documentation distributed with their products. These can be in the nature of printed customer manuals or, in the case of software products, help files stored electronically. While these materials can be of assistance, they often fall short of the customer's needs and do not allow the product vendor to easily update the support information after the product has been shipped.

25 Modernly, product vendors offer customer support on their web sites. Customers accessing the vendor's web site can request product and product support

and D. Connolly, *Hypertext Markup Language-2.0*, RFC 1866, MIT/W3C, November, 1995, which is incorporated herein by reference.

In Figure 1, a WEB browser application 2 is shown executing on a client computer system 1, which communicates with an HTTP server computer system 3 by sending and receiving HTTP packets (messages). The WEB browser application 2 requests HTML pages from other locations on the network to browse (display) what is available at these locations. This process is known as "navigating" to sites on the WEB network. In particular, when the WEB browser application 2 "navigates" to a new location, it requests a new page from the new location (e.g., server computer system 3) by sending an HTTP-request message 4 using any well-known underlying communications wire protocol. The new location may be specified as the value of a "link" field, which, when selected, causes the request for the new page. The HTTP-request message 4 includes a URI field 5, which specifies the target network location for the request. When the server computer system specified by URI 5 (e.g., the server computer system 3) receives the HTTP-request message, it deconstructs (parses) the message packet and processes the request. When appropriate, the server computer system 3 constructs a return message packet directed to the source location that originated the message (e.g., the client computer system 1) in the form of an HTTP-response message 6. In addition to the standard features of an HTTP message, the HTTP-response message 6 contains the requested HTML page 7. When the HTTP-response message 6 reaches the client computer system 1, the WEB browser application 2 extracts the HTML page 7 from the message. The WEB browser application 2 then parses and interprets (executes) the HTML code in the page, as specified by the HTML tags, to display the page on a display screen of the client machine 1.

While web-based support of this type can be helpful to the customer, product vendors often find it difficult or expensive to offer quality web-based support assistance. Developing a resource of this type is often outside the core competency of the product vendor.

SUMMARY OF THE INVENTION

The present invention includes improved methods and systems for supporting the products or services of others. In the embodiments described herein, customers access a vendor's web site and can request product support on the site. When support is requested, the customer is "transparently" transferred to a separate third party support service provider site, where a knowledge base developed by the support service provider and support tools specific to the vendor's product or services are available to the customer. The customer can move seamlessly back and forth from the third party support site to the vendor's site. The vendor web pages and support service provider web pages are preferably named in a consistent manner to increase the transparency of the switches from one web site to the other.

BRIEF DESCRIPTION OF THE DRAWINGS

Figure 1 illustrates how, using a client/server model, a browser application enables users to navigate among nodes on the WEB network by requesting and receiving WEB pages.

Figure 2 is a schematic diagram of an embodiment of the present invention.

Figure 3 is a screen print showing a vendor web page in accordance with one embodiment of the present invention.

Figure 4 is a screen print showing a support service provider's web page for the embodiment shown in Figure 3.

Figure 5 is a screen shot for a further support service provider web page in accordance with the embodiment illustrated in Figures 3 and 4.

Figure 6 is a further support vendor web page for use in the embodiment of Figures 3-5.

Figure 7 is a schematic illustration showing one embodiment for creating support vendor web pages.

Figure 8 is a schematic illustration for the embodiment of Figure 7.

Figure 9 is a flow diagram illustrating the method and system of the present invention per the embodiment described herein.

Figure 10 is a flow diagram illustrating the method and systems of the present invention per an embodiment described herein.

5 Figure 11 is a screen shot showing a vendor web page in accordance with one embodiment of the present invention.

Figure 12 is a screen shot showing a support service provider web for the embodiment shown in Figure 11.

DETAILED DESCRIPTION OF THE INVENTION

10 The methods and systems of the present invention allow a customer to access a product vendor's web site and request support information from the site. In response to the request, the customer is transparently directed to a third party support web site, developed and maintained separately from the vendor's web site. By employing the methods and techniques of the present invention, the customer can access this support
15 information without losing the user experience of being on the vendor's web site. The customer can move seamlessly back and forth from the vendor's web site to the third party support site, yet is actually accessing separate sites, as shown schematically in Figure 2. As shown in Figure 2, a customer uses a user station 20 to access a network such as the world wide web using a modem (not shown) linked to an Internet service provider (not
20 shown) as is known. As described in more detail below, the customer can then access vendor web pages 11 located on a first server 10 and support service provider web pages 31 located on a second server 30.

The methods and systems of the present invention apply equally to customer support for products or services. Thus, references herein to "products" or "product
25 support" encompass both product and service offerings and support therefor.

The methods and systems of the present invention are advantageous in that they allow third parties with specialized expertise in the area of customer support to develop and maintain customer support tools and knowledge bases on a web site. The

resulting system is convenient and cost effective for the vendor, the third party support supplier and the customer. From the customer's standpoint, they need only access the product vendor's web site to obtain all available information concerning the product and product support. In embodiments with consistent user interfaces, the customer's knowledge and familiarity of the vendor's web site allows it to more easily and effectively use the support web site, and vice versa. From the third party support service standpoint, customers needing the support information are easily directed to the information via the vendor's web site. User interface familiarity also assists in allowing easy access and use of the support information. Finally, from the product vendor's standpoint, it is able to offer the customer a seamless user experience. Support information can be developed by a service specializing in this area, yet appear to the vendor's customers as if it is coming from the vendor. Thus, customer goodwill flowing from positive results of using the support database flow to the product vendor.

One embodiment of the present system is shown as implemented for vendor Punch WebGroups. In Figure 3, a user has logged in to the Punch WebGroups' web site at www.punchwebgroups.com. The user's computer is accessing the Punch WebGroups' Home page 40 and is presented with options to proceed to web pages for WebGroups 42, Account Info 44, Help 46 and Logout 48 by selecting commands located across a menu bar 50 positioned in the upper region of the screen. A rectangular region 52 in the center of the screen provides a number of links 52a-52f to other locations on the Punch WebGroup's web site and the support service provider's web site, as will be explained below. The vendor's logo 53 is displayed in the upper-left corner of the page.

When the user selects the Help option from the menu bar, the user's computer is directed toward the initial Help page 54 shown in Figure 4. As can be seen by comparing Figure 3 and Figure 4, by all appearances the user remains on the same web site. The user interface of the Home page 40 is consistent with that of the Help page 54. A menu bar 55 is displayed corresponding to menu bar 50 on vendor page 40, as is the vendor's logo 57. The selections in the bar 55 have been linked to the appropriate pages on the vendor's web site. Also, the web browser continues to display the Home page address

41, 55 when viewing the Home page and the Help page. As previously indicated and as seen in Figure 2, the Help page and other web pages for providing customer support are developed by and located on a server 30 for a third party support service provider. In the present example, the support pages are maintained by SafeHarbor.com Inc., assignee of the present invention.

In the present embodiment, the support pages are named consistent with the vendor's web pages. For example, the Overview page 62 accessible from the Help page 54 is named "http://support.punchwebgroups.com/overview_intro.asp" 58, as shown in Figure 5. In Figure 5, the user has moved the mouse cursor (not shown) over the Overview command 60 along the left side of the Help page 54. In the browser program being used in this example (Microsoft Internet Explorer® version 5), the web page address for the Overview page 62 appears at the bottom of the web browser 58. When the user selects the Overview command 60, the Overview page 62 is displayed as shown in Figure 6. Again, the Overview page preferably has a user interface consistent with the vendor's web site pages so that the user continues to have a consistent experience whether accessing the vendor's web pages or the corresponding support service provider's web pages.

While on the support service provider's web site, the user may access the vendor's Home page 40 by accessing the Home command 64 from the menu bar 50 included on the support service provider's web pages. Similarly, other portions of the vendor's web site such as WebGroups 42, Account Info 44 and Logout 48 may be accessed just as if on the vendor's site.

Figure 7 illustrates schematically one method for creating the service provider web pages described above. Developers for the service provider can take the HTML code for a representative vendor web page and use it to efficiently develop support service provider web pages. A representative page 70 is analyzed to determine those portions of the code 72, 74 that define the user interface of the vendor's web page. These portions are copied for use in the service provider's page. The portions specific to the vendor's page content 76 are identified and replaced in the new web page with the service provider's content 78, as shown in Figure 8. The page is then reviewed for any web site

addresses 80a-80c which are then corrected as appropriate to refer either to the vendor's web pages or the service provider's web pages. This method for creating the service provider web pages may further include the ability to dynamically adjust such that changes to the representative page 70 of the vendor web page are automatically incorporated into the service providers' content 78. A format processor may be used to provide dynamic updates. Thus, upgrades to the look of the vendor's web page are automatically transferred to the service providers' web page.

Figure 9 reviews the basic steps implemented by the methodology implemented in the embodiments of the methods and systems described herein. The vendor web site is reviewed 90 and the information from that review is used to identify the user interface components and vendor page links that will be used for the support provider web pages 92. Typically, these will include any menu bars and other navigational links used on vendor web pages, plus vendor logo displays and other graphics that may be used on the vendor's web pages. Once these are identified, the support provider web pages are created. As noted above, this can be done using copies of the HTML code from vendor web pages. The actual content of the knowledge base used in the support pages can be developed using information available from the vendor or developed specifically for this purpose, in known manners. Methodology for developing this knowledge base is beyond the scope of the present invention. As indicated above, it is preferred that the support web pages be named to maximize the transparency of the shift from the vendor web site to the support provider web site, as this information may be apparent to the user at various locations depending upon the web browser being employed. Thus, for a vendor site located at "www.vendor.com" for example, the support pages can be named and located at web addresses, such as "www.support.vendor.com" or "www.help.vendor.com." As discussed above, these support pages will actually be located on the server for the support service provider. Using a naming convention of this type, however, will be helpful. Once the support web pages have been created, the vendor web site must be modified to link users to the support provider web site when they request support pages 96.

page, paralleling those (126, 128) on the vendor's page 120. The support service provider's content 150 appears in the center region of the screen.

The HTML code for the web pages shown in Figures 11 and 12 is shown in Table 1 and Table 2 below. In Table 2, the portions of the HTML code corresponding to Table 1 are shown in italics.

It will be apparent to those of skill in the art that the present inventions and methods can be carried out in other embodiments that remain within the spirit of the invention. Thus, the present invention is not limited by the foregoing but is defined by the claims attached and as may be amended.

10

Table 1 - HTML Code for Alive.com Vendor Web Page

09754303 122800

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN"
                                     "http://www.w3.org/TR/REC-html40/loose.dtd">
15 <HTML>
    <HEAD>
        <TITLE>Alive.com : Support</TITLE>

        <META NAME="Description" CONTENT="We're Alive.com. We make it easy for anyone to create
20 streaming media and share it over the Web. We've changed our name from Yesler Software to Alive.com to
        better reflect what our e-show technology is doing...making the web come Alive. E-shows allow you ">
        <META NAME="Keywords" CONTENT="advertising,Alive-
        Central,Alive.com,AliveCentral,archiving,audio,catalog,Central,customer service,e-commerce,e-show,e-
        Show,ecommerce,eshow,evaluation,FAQ,free evaluation,gallery,hosting,marketing,marketing
25 communication,media,media communications,membership,multi-media,multimedia,narrate,narration,online
        seminars,online training,powerpoint,power point,presentation,presentations,product management,project
        management,real,rich media,sales,sales communication,sales
        support,seminars,server,software,streaming,synchronize,synchronized,training,video,web cast,web
        communications,yesler,yesler-Alive">
30 <META NAME="Robots" CONTENT="All">

        <BASE TARGET="_self">

        <SCRIPT LANGUAGE=JAVASCRIPT>

35
        //DEFLECT BAD BROWSERS

        var appVer
        appVer = navigator.appVersion;
40 startVer = navigator.appVersion.indexOf("MSIE")+5;
        endVer = navigator.appVersion.indexOf("MSIE")+8;

        var browser=((parseFloat(appVer.substring(startVer,endVer))<4.0
        && document.all && navigator.appVersion.indexOf("Mac")!=-1)
45 || (parseInt(navigator.appVersion)<4))
```



```

/*****
/*****
Making cross-browser objects
/*****
5 *****/
function makeMenu(obj,nest){
    nest=(!nest) ? "':'document.'+nest+'."
    this.css=(n) ? eval(nest+'document.'+obj):eval('document.all.'+obj+'.style')
    this.ref=(n) ? eval(nest+'document.'+obj+'.document'):eval('document');
10    this.height=n?this.ref.height:eval(obj+'.offsetHeight')
    this.x=(n)? this.css.left:this.css.pixelLeft;this.y=(n)? this.css.top:this.css.pixelTop;
    this.hideIt=b_hideIt; this.showIt=b_showIt; this.vis=b_vis; this.moveIt=b_moveIt
    return this
}
15 function b_showIt(){this.css.visibility="visible"}
function b_hideIt(){this.css.visibility="hidden"}
function b_vis(){if(this.css.visibility=="hidden" || this.css.visibility=="hide") return true;}
function b_moveIt(x,y){this.x=x; this.y=y; this.css.left=this.x; this.css.top=this.y}
/*****
20 *****/
Initiating the page. Just add to the arrays here to get more menuitems
and add divs in the page
/*****
*****/
25 function init(){
    oTop=new Array()
    oTop[0]=new makeMenu('divTop1','divCont')
    oTop[1]=new makeMenu('divTop2','divCont')
    oTop[2]=new makeMenu('divTop3','divCont')
30    oTop[3]=new makeMenu('divTop4','divCont')
    oTop[4]=new makeMenu('divTop5','divCont')

    oSub=new Array()
    oSub[0]=new makeMenu('divSub1','divCont.document.divTop1')
    oSub[1]=new makeMenu('divSub2','divCont.document.divTop2')
35    oSub[2]=new makeMenu('divSub3','divCont.document.divTop3')
    oSub[3]=new makeMenu('divSub4','divCont.document.divTop4')
    oSub[4]=new makeMenu('divSub5','divCont.document.divTop5')

40    for(i=0;i<oSub.length;i++){ oSub[i].hideIt() }
    for(i=1;i<oTop.length;i++){ oTop[i].moveIt(0,oTop[i-1].y+oTop[i-1].height) }
}
/*****
*****/
45 This is the function that changes the sub menus to folded or unfolded state.
/*****
*****/
function menu(num){
    if(browser){
50        if(!stayFolded){
            for(i=0;i<oSub.length;i++){
                if(i!=num){
                    oSub[i].hideIt()
                    oTop[i].ref["imgA"+i].src=unImg.src
                }
            }
        }
    }
}

```



```

SRC="..nav_images/navhead2_aboutoff.gif" width="39" height="13" BORDER="0"></A><IMG
src="..nav_images/navhead2_littlespacer.gif" width="4" height="13"><A HREF="..news/default.htm"
ONMOUSEOVER="news.src='..nav_images/navhead2_newson.gif'"
ONMOUSEOUT="news.src='..nav_images/navhead2_newsoff.gif'"><IMG NAME="news"
5 SRC="..nav_images/navhead2_newsoff.gif" width="36" height="13" BORDER="0"></A><IMG
src="..nav_images/navhead2_littlespacer.gif" width="4" height="13"><A HREF="..welcome.htm"
ONMOUSEOVER="welcome.src='..nav_images/nahead2_hompageon.gif'"
ONMOUSEOUT="welcome.src='..nav_images/nahead2_hompageoff.gif'"><IMG NAME="welcome"
10 SRC="..nav_images/nahead2_hompageoff.gif" ALT="" WIDTH="60" HEIGHT="13"
BORDER="0"></A><IMG src="..nav_images/navhead2_littlespacer.gif" width="4" height="13"><A
HREF="..sitemap.htm" ONMOUSEOVER="sitemap.src='..nav_images/navhead2_sitemapon.gif'"
ONMOUSEOUT="sitemap.src='..nav_images/navhead2_sitmapoff.gif'"><IMG NAME="sitemap"
SRC="..nav_images/navhead2_sitmapoff.gif" ALT="" WIDTH="52" HEIGHT="13"
BORDER="0"></A><IMG src="..nav_images/navhead2_littlespacer.gif" width="4" height="13"><IMG
15 NAME="buy" SRC="..nav_images/navhead2_supporton.gif" ALT="" WIDTH="52" HEIGHT="13"
BORDER="0"><IMG src="..nav_images/navhead2_littlespacer.gif" width="4" height="13"><A
HREF="..about/contact.htm" ONMOUSEOVER="contactus.src='..nav_images/navhead2_contacton.gif'"
ONMOUSEOUT="contactus.src='..nav_images/navhead2_contactoff.gif'"><IMG NAME="contactus"
SRC="..nav_images/navhead2_contactoff.gif" ALT="" WIDTH="53" HEIGHT="13"
20 BORDER="0"></A><BR>
</TD>
</TR>
</TABLE>
</DIV>
25 <DIV id="subNav" style="position: absolute; top: 13; left: 0; width: 600; height: 13; visibility: visible">
<IMG src="..nav_images/aaa_subnavsp_default.gif" width="601" height="10" border="0"
name="subnav" usemap="#new support"></DIV>
<DIV id="topHeader" style="position: absolute; top: 23; left: 0; width: 600; height: 31; visibility: visible">
<IMG src="..nav_images/head-corp-support.gif" alt="" width="600" height="31" border="0"><BR>
30 </DIV>
<DIV id="AliveLogo" style="position: absolute; top: 30; left: 0; width: 184; height: 48; visibility: visible">
<A href="..welcome.htm"><IMG src="..nav_images/logo-Alive.gif" alt="Alive.com" width="184"
height="48" border="0"></A><BR>
</DIV>
35 <!-- END TOP NAVIGATION --> <!-- BEGIN LEFT NAVIGATION AND PROMO COLUMN-->
<DIV ID="divCont">

<DIV ID="divTop1" CLASS="clTop">
<TABLE BORDER="0" WIDTH="166" CELSPACING="0" CELLPADDING="0">
40 <TR VALIGN="top">
<TD VALIGN="top" nowrap>
<A HREF="#" ONCLICK="menu(0); return false"
CLASS="clMain"><IMG NAME="imgA0" SRC="..nav_images/arrowoff.gif" ALT="" WIDTH="13"
HEIGHT="23" BORDER="0"><IMG SRC="..nav_images/nav-seeit2.gif" ALT="see it" WIDTH="153"
45 HEIGHT="23" BORDER="0"></A><BR>
</TD>
</TR>
</TABLE>
<DIV ID="divSub1" CLASS="clSub">
50 <A HREF="..e-show_case/default.htm" CLASS="clSubb"><FONT
COLOR="#336666">e-show case</FONT></A><BR>

</DIV>

```



```

        <A HREF="#" ONCLICK="menu(3); return false" CLASS="clMain"><IMG
NAME="imgA3" SRC="../../nav_images/arrowoff.gif" ALT="" WIDTH="13" HEIGHT="23"
BORDER="0"><IMG SRC="../../nav_images/nav-partne.gif" ALT="Partners" WIDTH="153" HEIGHT="23"
BORDER="0"></A><BR>
5         </TD>
            </TR>
        </TABLE>
        <DIV ID="divSub4" CLASS="clSub">
            <A HREF="../../partners/poweredby.htm" CLASS="clSubb"><FONT
10 COLOR="#336666">powered by partners</FONT></A><BR>
            <A HREF="../../partners/techpartner.htm" CLASS="clSubb"><FONT
COLOR="#336666">technology partners</FONT></A><BR>
            <A HREF="../../partners/chpartner.htm" CLASS="clSubb"><FONT
COLOR="#336666">channel partners</FONT></A><BR>
15        </DIV>
        </DIV>

        <DIV ID="divTop5" CLASS="clTop">
        <TABLE BORDER="0" WIDTH="166" CELSPACING="0" CELLPADDING="0">
20        <TR VALIGN="top">
            <TD VALIGN="top" nowrap>
                <A HREF="#" ONCLICK="menu(4); return false" CLASS="clMain"><IMG
NAME="imgA4" SRC="../../nav_images/arrowoff.gif" ALT="" WIDTH="13" HEIGHT="23"
BORDER="0"><IMG SRC="../../nav_images/nav-licenseit.gif" ALT="license it" WIDTH="153"
25 HEIGHT="23" BORDER="0"></A><BR>
            </TD>
        </TR>
        </TABLE>
        <DIV ID="divSub5" CLASS="clSub">
            <A HREF="../../eshowengine/licenseit.htm" CLASS="clSubb"><FONT
30 COLOR="#336666">learn more</FONT></A><BR>
        </DIV>
    </DIV>

35

40    </DIV>

    <DIV ID="promo-legal" STYLE="position: absolute; top: 408; left: 10; width: 166; visibility: visible">
        <CENTER>
45            <P CLASS="legal"><A HREF="http://www.alive.com/about/copyright.htm">&copy;
1999 Alive.com, Inc. All rights reserved. Terms of use.</A></P>
            <P CLASS="legal"><A HREF="http://www.alive.com/about/y2k.htm">Y2K
Compliance</A></P>
            <P CLASS="legal"><A HREF="http://www.alive.com/about/privacy.htm">Privacy
50 Policy</A></P>
        </CENTER>
    </DIV>
<!-- END TOP NAVIGATION AND PROMO COLUMN-->

```



```

<!-- BEGIN CONTENT -->
<DIV ID="pageContent" STYLE="position:absolute; top:75; left:200; width:400; visibility: visible">
5  <IMG SRC="support_images/hdln-supp-default.gif" ALT="" WIDTH="400" HEIGHT="26"
    BORDER="0"><BR>
    <IMG SRC="..nav_images/transp.gif" ALT="" WIDTH="1" HEIGHT="10"
    BORDER="0"><BR>
10  <TABLE WIDTH=400 CELSPACING=0 CELLPADDING=0 BORDER=0>
    <TR VALIGN=TOP>
        <TD WIDTH=38>
            <IMG SRC="..nav_images/transp.gif" ALT="" WIDTH="38"
15  HEIGHT="1" BORDER="0"><BR>
        </TD>
        <TD WIDTH=362>
            <P CLASS="bodyCopy">
                Alive.com Customer Service and Support Center
                Hours: <BR>8AM to 5PM PST Monday through Friday.
                </P>
                <P CLASS="bodyCopy">
25  <B>Please go to <A HREF="cservice.htm">Customer Service</A> for
information on : </B>
                </P>
30  <TABLE WIDTH=362 BORDER=0 CELSPACING=0 CELLPADDING=0>
    <TR VALIGN=TOP>
        <TD WIDTH=18> <IMG SRC="..nav_images/career-bullet.gif" ALT="" WIDTH="18"
        HEIGHT="16" BORDER="0"><BR>
        </TD>
        <TD WIDTH=344>
35  <P CLASS="bodyCopy">Contacting Alive.com</P>
        </TD>
    </TR>
    <TR VALIGN=TOP>
        <TD WIDTH=18><IMG SRC="..nav_images/career-bullet.gif" ALT="" WIDTH="18"
40  HEIGHT="16" BORDER="0"><BR></TD>
        <TD WIDTH=344>
            <P class="bodyCopy">Purchasing products or services</P>
            </TD>
45  </TR>
    <TR VALIGN=TOP>
        <TD WIDTH=18> <IMG SRC="..nav_images/career-bullet.gif" ALT="" WIDTH="18"
        HEIGHT="16" BORDER="0"><BR>
        </TD>
        <TD WIDTH=344>
50  <P CLASS="bodyCopy">Finding compatible multimedia hardware products</P>
        </TD>
    </TR>
    <TR VALIGN=TOP>

```



```

5      <P CLASS="bodyCopy">Tips about creating  

      Images, Audio and Video</P>  

      </TD>  

      </TR>  

      <TR VALIGN=TOP>  

      <TD WIDTH=18>  

      <IMG SRC="../../nav_images/career-bullet.gif" ALT=""  

10  WIDTH="18" HEIGHT="16" BORDER="0"><BR>  

      </TD>  

      <TD WIDTH=344>  

      <P CLASS="bodyCopy"><A HREF="downloads.htm"><B>Downloads</B></A></P>  

15  </TD>  

      </TR>  

      <TR VALIGN=TOP>  

      <TD WIDTH=18>  

      <IMG SRC="../../nav_images/career-bullet.gif" ALT=""  

20  WIDTH="18" HEIGHT="16" BORDER="0"><BR>  

      </TD>  

      <TD WIDTH=344>  

      <P CLASS="bodyCopy">To reach a technical support engineer, call  

      us at (360) 482-1053 or email <A  

      href="mailto:support@alive.com"><B>support@alive.com</B></A></P>  

25  </TD>  

      </TR>  

      </TABLE>  

      </TD>  

      </TR>  

      </TABLE>  

35  <BR><BR><BR>  

      </DIV>  

      <MAP name="new support">  

      <AREA shape="rect" coords="440,2,455,7" href="http://support.alive.com/alivesupport/faqs.asp">  

40  <AREA shape="rect" coords="375,1,422,8" href="downloads.htm">  

      <AREA shape="rect" coords="248,2,364,7" href="http://support.alive.com/alivesupport">  

      <AREA shape="rect" coords="153,2,233,7" href="cservice.htm">  

      <AREA shape="rect" coords="11,1,138,7" href="starting.htm">  

      </MAP>  

45  </BODY>  

      </HTML>

```

Table 2 – HTML Code for Alive.com Support Service Provider Web Page

```
50  <HTML>
    <HEAD>
        <TITLE>Alive.com Support - Intro</TITLE>
```

```

<SCRIPT LANGUAGE="JavaScript">
<!-- //hide
    var theWholeCookie = document.cookie;
    var aliveUsername = theWholeCookie.indexOf("ALIVEUSERNAME=");
5    if (aliveUsername != -1)
    {
        start = aliveUsername + 14;
        end = theWholeCookie.indexOf(";", start);
        if (end == -1) end = theWholeCookie.length;
10        var username = theWholeCookie.substring(start, end);
    }
    else {var username = "guest"}
//-->
</SCRIPT>
15    <META NAME="Keywords" CONTENT="advertising,alive-
Central,alive.com,aliveCentral,archiving,audio,catalog,Central,customer service,e-commerce,e-show,e-
Show,ecommerce,eshow,evaluation,FAQ,free evaluation,gallery,hosting,marketing,marketing
20 communication,media,media communications,membership,multi-media,multimedia,narrate,narration,online
seminars,online training,powerpoint,power point,presentation,presentations,product management,project
management,real,rich media,sales,sales communication,sales
support,seminars,server,software,streaming,synchronize,synchronized,training,video,web cast,web
communications,yesler,yesler-alive">
    <META NAME="Robots" CONTENT="All">
25
    <BASE TARGET="_self">

    <LINK REL="stylesheet" HREF="/alivesupport/aliveStyle.css">
30
    <SCRIPT LANGUAGE=JAVASCRIPT>
    <!--

        //LOAD BASIC NAVIGATION ART

35        function doPreload()

        {
            var the_images = new Array(

40                '/alivesupport/images/alivenew/navhd-welcomeoff.gif',
'/alivesupport/images/alivenew/navhd-welcomeon.gif', '/alivesupport/images/alivenew/navhd-
welcomestatus.gif',
'/alivesupport/images/alivenew/navhd-contactoff.gif',
'/alivesupport/images/alivenew/navhd-contacton.gif', '/alivesupport/images/alivenew/navhd-contactstatus.gif',
45                '/alivesupport/images/alivenew/navhd-buyoff.gif', '/alivesupport/images/alivenew/navhd-
buyon.gif', '/alivesupport/images/alivenew/navhd-buystatus.gif',
'/alivesupport/images/alivenew/navhd-evaloff.gif', '/alivesupport/images/alivenew/navhd-
evalon.gif', '/alivesupport/images/alivenew/navhd-evalstatus.gif',
'/alivesupport/images/alivenew/navhd-sitemapoff.gif',
50                '/alivesupport/images/alivenew/navhd-sitemapon.gif', '/alivesupport/images/alivenew/navhd-
sitemapstatus.gif',

                '/alivesupport/images/alivenew/nav-about.gif',
'/alivesupport/images/alivenew/nav-archiv.gif',

```



```

*****
Change this to false if you want all the submenus to get unfold when you
foldout a new one.
*****
****/
var stayFolded=false

//This is the image that it changes to when it expands.
var exImg=new Image(); exImg.src='/alivesupport/images/alivenew/arrowon.gif'
//This is the image is changes to with it's "unfolded" or something :}
//Remeber to change the actual images in the page aswell, but remember to
//keep the name of the image.
var unImg=new Image(); unImg.src='/alivesupport/images/alivenew/arrowoff.gif'

*****
****
Browsercheck
*****
****/
//var n = (document.layers) ? 1:0;
//var ie = (document.all) ? 1:0;
var n = (document.layers) ? true:false;
var ie = (document.all) ? true:false;
var browser=((n || ie) && parseInt(navigator.appVersion)>=4)
//alert(typeof(n));
//debugger;

*****
****
Making cross-browser objects
*****
****/
function makeMenu(obj,nest){
    nest=(!nest) ? "':'document.'+nest+'." :
        //alert(typeof(n));
        this.css=(n) ? eval(nest+'document.'+obj):eval('document.all.'+obj+'.style');
        this.ref=(n) ? eval(nest+'document.'+obj+'.document'):eval('document');
        this.height=(n) ? this.ref.height:eval(obj+'.offsetHeight')
        this.x=(n) ? this.css.left:this.css.pixelLeft;
        this.y=(n) ? this.css.top:this.css.pixelTop;
        /*
        this.css = eval('document.all.'+obj+'.style');
        this.ref = eval('document');
        this.height = eval(obj+'.offsetHeight');
        this.x = this.css.pixelLeft;
        this.y = this.css.pixelTop;
        */
        this.hideIt=b_hideIt;
        this.showIt=b_showIt;
        this.vis=b_vis;
        this.moveIt=b_moveIt;
        return this
    }
}

```

```

function b_showIt(){this.css.visibility="visible"}
function b_hideIt(){this.css.visibility="hidden"}
function b_vis(){if(this.css.visibility=="hidden" || this.css.visibility=="hide") return true;}
function b_moveIt(x,y)
5   {
      //alert("x = " + x + " y = " + y);
      this.x=x;
      this.y=y;
      this.css.left=this.x;
10     this.css.top=this.y
   }
  /*****
****
Initiating the page. Just add to the arrays here to get more menuitems
and add divs in the page
15  *****/

function init(){
    oTop=new Array()
    oTop[0]=new makeMenu('divTop1','divCont')
    oTop[1]=new makeMenu('divTop2','divCont')
    oTop[2]=new makeMenu('divTop3','divCont')
    oTop[3]=new makeMenu('divTop4','divCont')
    oTop[4]=new makeMenu('divTop5','divCont')
25   oSub=new Array()
    oSub[0]=new makeMenu('divSub1','divCont.document.divTop1')
    oSub[1]=new makeMenu('divSub2','divCont.document.divTop2')
    oSub[2]=new makeMenu('divSub3','divCont.document.divTop3')
    oSub[3]=new makeMenu('divSub4','divCont.document.divTop4')
    oSub[4]=new makeMenu('divSub5','divCont.document.divTop5')
30

    for(i=0;i<oSub.length;i++){ oSub[i].hideIt() }
    for(i=1;i<oTop.length;i++){ oTop[i].moveIt(0,oTop[i-1].y+oTop[i-1].height) }
35  }
  /*****
****
This is the function that changes the sub menus to folded or unfolded state.
*****/
40  *****/

function menu(num){
    if(browser){
        if(!stayFolded){
            for(i=0;i<oSub.length;i++){
45                if(i!=num){
                    oSub[i].hideIt()
                    oTop[i].ref["imgA"+i].src=unImg.src
                }
            }
            for(i=1;i<oTop.length;i++){
50                oTop[i].moveIt(0,oTop[i-1].y+oTop[i-1].height)
            }
        }
        if(oSub[num].vis()){

```



```

ONMOUSEOUT="welcome.src='/alivesupport/images/alivenew2/nav_images/nahead2_hompageoff.gif'"><
IMG NAME="welcome" SRC="/alivesupport/images/alivenew2/nav_images/nahead2_hompageoff.gif"
ALT="" WIDTH="60" HEIGHT="13" BORDER="0"></A><IMG
src="/alivesupport/images/alivenew2/nav_images/navehead2_littlespacer.gif" width="4" height="13"><A
5 HREF="http://www.alive.com/sitemap.htm"
ONMOUSEOVER="sitemap.src='/alivesupport/images/alivenew2/nav_images/navhead2_sitemapoff.gif'"
ONMOUSEOUT="sitemap.src='/alivesupport/images/alivenew2/nav_images/navhead2_sitemapoff.gif'"><IM
G NAME="sitemap" SRC="/alivesupport/images/alivenew2/nav_images/navhead2_sitemapoff.gif" ALT=""
WIDTH="52" HEIGHT="13" BORDER="0"></A><IMG
10 src="/alivesupport/images/alivenew2/nav_images/navehead2_littlespacer.gif" width="4"
height="13"><IMG NAME="buy"
SRC="/alivesupport/images/alivenew2/nav_images/navhead2_supporton.gif" ALT="" WIDTH="52"
HEIGHT="13" BORDER="0"><IMG
src="/alivesupport/images/alivenew2/nav_images/navehead2_littlespacer.gif" width="4" height="13"><A
15 HREF="http://www.alive.com/about/contact.htm"
ONMOUSEOVER="contactus.src='/alivesupport/images/alivenew2/nav_images/navhead2_contacton.gif'"
ONMOUSEOUT="contactus.src='/alivesupport/images/alivenew2/nav_images/navhead2_contactoff.gif'"><IM
G NAME="contactus" SRC="/alivesupport/images/alivenew2/nav_images/navhead2_contactoff.gif"
ALT="" WIDTH="53" HEIGHT="13" BORDER="0"></A><BR>
20 </TD>
</TR>
</TABLE>
</DIV>
<DIV id="subNav" style="position:absolute; top: 13; left:0; width:600; height:13; visibility: visible">
25 <IMG src="/alivesupport/images/alivenew2/nav_images/aaa_subnavsp_techsupp.gif" width="601"
height="10" border="0" name="subnav" usemap="#new support"></DIV>
<DIV id="topHeader" style="position:absolute; top:23; left:0; width:600; height:31; visibility: visible">
<IMG src="/alivesupport/images/alivenew2/nav_images/head-corp-support.gif" alt="" width="600"
height="31" border="0"><BR>
30 </DIV>
<DIV id="AliveLogo" style="position:absolute; top:30; left:0; width:184; height:48; visibility: visible">
<A href="http://www.alive.com/welcome.htm"><IMG
src="/alivesupport/images/alivenew2/nav_images/logo-Alive.gif" alt="Alive.com" width="184" height="48"
border="0"></A><BR>
35 </DIV>
<!-- END TOP NAVIGATION -->

<!-- BEGIN LEFT NAVIGATION AND PROMO COLUMN-->
<DIV ID="divCont">
40 <DIV ID="divTop1" CLASS="clTop">
<A HREF="#" ONCLICK="menu(0); return false" CLASS="clMain"><IMG
NAME="imgA0" SRC="/alivesupport/images/alivenew2/nav_images/arrowoff.gif" ALT="" WIDTH="13"
HEIGHT="23" BORDER="0"><IMG SRC="/alivesupport/images/alivenew2/nav_images/nav-seeit2.gif"
ALT="See an e-Show" WIDTH="153" HEIGHT="23" BORDER="0"></A><BR>
45 <DIV ID="divSub1" CLASS="clSub">
<A HREF="http://www.alive.com/e-show_case/default.htm"
CLASS="clSubb"><FONT COLOR="#336666">e-show case</FONT></A><BR>
</DIV>
</DIV>
50 <DIV ID="divTop2" CLASS="clTop">
<A HREF="#" ONCLICK="menu(1); return false" CLASS="clMain"><IMG
NAME="imgA1" SRC="/alivesupport/images/alivenew2/nav_images/arrowoff.gif" ALT="" WIDTH="13"

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HEIGHT="23" BORDER="0"><IMG SRC="/alivesupport/images/alivenew2/nav_images/nav-eshowe2.gif"
ALT="Products" WIDTH="153" HEIGHT="23" BORDER="0"></A><BR>
      <DIV ID="divSub2" CLASS="clSub">
        <A HREF="http://www.alive.com/eshowengine/overview.htm"
5 CLASS="clSubb"><FONT COLOR="#336666">overview</FONT></A><BR>
        <A HREF="http://www.alive.com/eshowengine/howitworks.htm"
CLASS="clSubb"><FONT COLOR="#336666">how it works</FONT></A><BR>
        <A HREF="http://www.alive.com/eshowengine/features.htm"
CLASS="clSubb"><FONT COLOR="#336666">features</FONT></A><BR>
10      </DIV>
    </DIV>

    <DIV ID="divTop3" CLASS="clTop">
      <A HREF="#" ONCLICK="menu(2); return false" CLASS="clMain"><IMG
15 NAME="imgA2" SRC="/alivesupport/images/alivenew2/nav_images/arrowoff.gif" ALT="" WIDTH="13"
HEIGHT="23" BORDER="0"><IMG SRC="/alivesupport/images/alivenew2/nav_images/nav-solutions.gif"
ALT="News" WIDTH="153" HEIGHT="23" BORDER="0"></A><BR>
      <DIV ID="divSub3" CLASS="clSub">
        <A HREF="http://www.alive.com/solutions/default.htm"
20 CLASS="clSubb"><FONT COLOR="#336666">overview</FONT></A><BR>
        <A HREF="http://www.alive.com/solutions/wizards.htm"
CLASS="clSubb"><FONT COLOR="#336666">e-Show Wizards</FONT></A><BR>
        <A HREF="http://www.alive.com/solutions/eshow.htm"
CLASS="clSubb"><FONT COLOR="#336666">Alive e-Show</FONT></A><BR>
25        <A HREF="http://www.alive.com/solutions/Alivecentral.htm"
CLASS="clSubb"><FONT COLOR="#336666">Alive Central</FONT></A><BR>
        <A HREF="http://www.alive.com/solutions/eshow_server.htm"
CLASS="clSubb"><FONT COLOR="#336666">Alive e-Show Server</FONT></A><BR>
      </DIV>
30    </DIV>

    <DIV ID="divTop4" CLASS="clTop">
      <A HREF="#" ONCLICK="menu(3); return false" CLASS="clMain"><IMG
NAME="imgA3" SRC="/alivesupport/images/alivenew2/nav_images/arrowoff.gif" ALT="" WIDTH="13"
35 HEIGHT="23" BORDER="0"><IMG SRC="/alivesupport/images/alivenew2/nav_images/nav-partne.gif"
ALT="Partners" WIDTH="153" HEIGHT="23" BORDER="0"></A><BR>
      <DIV ID="divSub4" CLASS="clSub">
        <A HREF="http://www.alive.com/partners/poweredby.htm"
CLASS="clSubb"><FONT COLOR="#336666">powered by partners</FONT></A><BR>
40        <A HREF="http://www.alive.com/partners/techpartner.htm"
CLASS="clSubb"><FONT COLOR="#336666">technology partners</FONT></A><BR>
        <A HREF="http://www.alive.com/partners/chpartner.htm"
CLASS="clSubb"><FONT COLOR="#336666">channel partners</FONT></A><BR>
      </DIV>
45    </DIV>

    <DIV ID="divTop5" CLASS="clTop">
      <A HREF="#" ONCLICK="menu(4); return false" CLASS="clMain"><IMG
NAME="imgA4" SRC="/alivesupport/images/alivenew2/nav_images/arrowoff.gif" ALT="" WIDTH="13"
50 HEIGHT="23" BORDER="0"><IMG SRC="/alivesupport/images/alivenew2/nav_images/nav-licenseit.gif"
ALT="About Us" WIDTH="153" HEIGHT="23" BORDER="0"></A><BR>
      <DIV ID="divSub5" CLASS="clSub">
        <A HREF="http://www.alive.com/eshowengine/licenseit.htm"
CLASS="clSubb"><FONT COLOR="#336666">contact us</FONT></A><BR>

```

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3
    </DIV>
    </DIV>
5
    <DIV ID="promo-legal" STYLE="position:absolute; top:408; left:10; width:166; visibility: visible">
        <CENTER>
            <P CLASS="legal"><A HREF="http://www.alive.com/about/copyright.htm">&copy;
10 1999 Alive.com, Inc. All rights reserved. Terms of use.</A></P>
            <P CLASS="legal"><A HREF="http://www.alive.com/about/y2k.htm">Y2K
                Compliance</A></P>
            <P CLASS="legal"><A HREF="http://www.alive.com/about/privacy.htm">Privacy
                Policy</A></P>
15        </CENTER>
    </DIV>

    <MAP name="new support">
        <AREA shape="rect" coords="440,2,455,7" href="http://support.alive.com/alivesupport/faqs.asp">
20        <AREA shape="rect" coords="375,1,422,8" href="http://www.alive.com/support/downloads.htm">
        <AREA shape="rect" coords="248,2,364,7" href="http://support.alive.com/alivesupport">
        <AREA shape="rect" coords="153,2,233,7" href="http://www.alive.com/support/cs-service.htm">
        <AREA shape="rect" coords="11,1,138,7" href="http://www.alive.com/support/starting.htm">
    </MAP>
25 <!-- END TOP NAVIGATION AND PROMO COLUMN -->
    <!-- BEGIN CONTENT -->

    <DIV ID="pageContent" STYLE="position:absolute; top:75; left:200; width:400; visibility: visible">
        <h3>Welcome to Alive.com Support</h3>
30        <TABLE WIDTH=400 CELSPACING=0 CELLPADDING=0 BORDER=0>
            <TR VALIGN=TOP>
                <TD WIDTH=320>
                    <p>This is the <b>free</b> section of Alive.com support. Please feel
                    free to browse and search our knowledgebase by visiting the sections to the right.</p>
35                    <p><b><a href="faqs.asp">FAQs</a></b> contain answers to the
                    most common questions handled by our support staff. <b><a href="search.asp">Search</a></b> the
                    entire knowledgebase to find the answers to your questions. <b><a href="issuesIndex.asp">Issues and
                    Resolutions</a></b> lets you browse <b>all</b> the articles in the knowledgebase.</p>
                    <p>Do you want to speak to a support representative? <a
40 href="login.asp">Please <b>login</b> here!</a> If you don't have a support account, please <a
                    href="signUp.asp">sign up</a> here. It's <b>free!</b></p>
                    </td>
                    <td width=80>
                        <a href="faqs.asp"></a><br>
                        <a href="search.asp"></a><br>
                        <a href="issuesIndex.asp"></a><br>
50 <br>
                        <a href="login.asp"></a><br>
                    </td>
                </tr>
            </table>

```

